

EXHIBIT SO-11

CONFIDENTIAL

3/16/2022


Job Title: Donor Services Representative Trainee

Job Code	4402	Job Family	Donor Services
Division	Mass Segment and Product Marketing	Effective Date	12/7/2006
Department	0275-DCS Donor Services	OT Status	Non-Exempt
Supervisor	Team Leader	Grade	213

Job Purpose

Participate in a training program to gain a working knowledge and understanding of the Donor Services Representative position and to perform the essential functions of the job at a level of performance that consistently meets expectations. To learn, understand and develop the skills necessary to acquire and maintain donor relationships through basic inbound and outbound calls. Serve as a liaison between donors and the general public as well as provide basic levels of customer service for all special programs. Help carry out our Christian organization's mission, vision, and strategies. Personify the ministry of World Vision by witnessing to Christ and ministering to others through life, deed, word and sign.

Core Values

These principles and related behaviors are essential for all roles at World Vision:

We are Christian:

Follow the teachings of Jesus who calls us to love our neighbors, care for children and challenge injustice.

We are Committed to the Poor:

Serve the neediest people of the earth, to relieve their suffering and to promote the transformation of their well-being.

We Value People:

Act in ways that respect the dignity, uniqueness, and intrinsic worth of every person.

We are Stewards:

Manage resources in a manner that brings maximum benefit to the poor.

We are Partners:

Work together with all those who care, recognizing that more is achieved through cooperation than competition.

We are Responsive:

Take intelligent risks and act quickly.

Essential Functions

1. Keep Christ central in individual and corporate life. Actively participate in and contribute to the spiritual disciplines of the organization (Christian conduct, devotions, chapel, prayer, worship); incorporate WV Core Values into decisions within scope of role.
2. Maintain reliable, regular attendance. Report to work on time and return from breaks and lunches on time.
3. Under supervision, learn to answer inbound customer service calls and make outbound calls, to current and potential donors in response to all media presentations and World Vision products and services. Answer incoming calls using an Automated Call Distribution system utilizing a standard script for guidance. Recognize and respond to up-sell opportunities and actively cross-sell other WV programs when appropriate.
 - Through training and active participation, gain the skills necessary to assess callers' needs and input information accurately and efficiently using data entry and ten-key skills.
 - Achieve and maintain an acceptable level of individual statistics to accomplish Call Center business goals.
 - Develop skills to utilize technology for maintaining and updating donor information as appropriate.
 - Accepts constructive feedback and welcomes instruction and direction.
4. Under supervision, research and effectively respond to inquiries utilizing a variety of resource materials and methods.
5. Learn and effectively communicate World Vision's involvement in ministries and projects around the world.
6. Be sensitive to Donor's needs and pray with them when appropriate.
7. Work collaboratively with team members when assigned to work as a member of a team.
8. Perform other duties as assigned.
9. Maintain awareness of corporate goals, objectives, organizational announcements, and activities. Reference and follow organizational policies and procedures, seeking clarity as needed.

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Behavioral Competencies

Persuasive Communication: Asserts ideas and persuades others, gaining support and commitment from them. Influences donors and prospects to take action in support of WVUS, using creative approaches to motivate them.	Developing
Customer Service Orientation: Demonstrates concern for meeting customer needs in a manner that provides satisfaction for the customer using available resources.	Developing
Problem Solving: Identifies and analyzes situations and/or issues, considers options, develops and decides on solutions, recommends and/or implements and monitors appropriate solutions.	Developing
Flexibility/Adaptability: Demonstrates ability to adapt to new ways of doing things; is willing to attempt new ways to solve problems and maximizes performance and opportunity in a constantly changing work environment.	Proficient
Professional Maturity: Maintains a positive outlook, works constructively under pressure. Responds resourcefully when challenges arise and accepts responsibility for actions, learning and change. Arrives at work and appointments on time.	Developing
Relationship Building: Easily establishes a professional rapport, growing and maintaining a network of contacts. Offers compromises as necessary to gain support and participation. Proactively contacts others, despite the risk of possible rejection.	Developing
Communication: Presents ideas articulately. Uses effective listening skills to promote the free flow of information. Shows consistency between words and actions. Works collaboratively with others to promote consistent communication across the department.	Proficient
Attention to Detail: Accomplishes tasks thoroughly, showing concern for all the areas involved no matter how small, at the appropriate level for the task.	Proficient
Balancing Multiple Priorities: Balances the needs and interests of various stakeholders and makes decisions involving competing goals, objectives and alternatives. Prioritizes tasks and redirects work effort in response to changes in priorities.	Developing
Attention to Accuracy: Through the process of interviewing, fact checking, and proofreading demonstrates a concern and commitment to accuracy and an attention to detail.	Proficient

Technical Competencies

Organizational Awareness: Understands business operations and the mission, work and priorities of the organization. Applies understanding of organization's informal structure, culture and climate in achieving goals.	Developing
Computer Skills: Demonstrates effective computer skills, including use of Microsoft Office Suite, Lotus Notes, intranet and Internet, and various software applications and databases used in work efforts.	Proficient
Foreign Language Skills: Understands, speaks and writes fluently a language other than English (i.e., such that speech and written communication is easily understood by native speakers).	Proficient
Fundraising Knowledge: Demonstrates thorough knowledge of fundraising. Knows what it takes to develop and/or support a successful fundraising campaign, appeal or program. Understands fundraising sources and competition for funds.	Developing
Oral Communication: Effectively transfers thoughts and expresses ideas verbally in individual or group situations. Speaks persuasively and convincingly.	Developing
Research Skills: Defines parameters of task; gathers and synthesizes data; applies reasoning to determine relationships of variables and develop recommendations. Tests assumptions, observes trends and results, and incorporates revisions or corrections.	Developing
English Language Proficiency: The ability to speak, understand and write fluently in English.	Proficient

Minimum Education/Experience

High school graduate/GED or equivalent. Basic routine work experience. Prefer a minimum of 1 year previous customer service/sales work experience.
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Working Environment/Conditions

Required to sit in front of a computer and type and talk on the phone for the vast majority of the work day. Involves repetitive motion to type continuously, use the mouse, and/or scan documents. Indoor work environment with low
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walled desks that is moderately noisy with staff continuously on the phones. Use of standard office equipment. Must wear headset. Daily interaction with donors including some contact with those who may be frustrated.

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Job Posting Details



Dashboard	Reviews Requested (Completed)	Interviews Requested (Completed)	Recruiter
Resumes	0 (0)	0 (0)	Melissa DiFrancesco
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◀ Manage Requisitions ▶
Track All Jobs

Posted Job Title: Call Center Customer Service Representative

View Job Offers

Internal Job Title: Donor Svcs Rep Trainee 4402

Candidates Tracking Code: 6552

Reports Workflow: Default Workflow

Help Job Category: Call Center

Job Template: Donor Svcs Rep Trainee 4402 (4402)

EEOC Job Category: Administrative Support Workers

Posting Status: Normal - Int./Ext. Applicants

Number of Positions: 5

Number of Positions Filled: 0

Job ID: 288309

Job Description:

The Intersection of Calling and Career

World Vision is hiring **Customer Service Representatives** to join the Donor Contact Services team.

01 At a Glance

Role: Customer Service Representatives, Donor Contact Services

Location: Remote options possible from 35+ U.S. States. Candidates must have access to a reliable, high speed internet connection, with an average minimum download speed of 25 mbps, and an

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average upload speed of 6 mpbs. To check your internet download/upload speed, visit Fast.com or search “Internet speed test” in a search engine.

Required Experience: High school graduate/GED or equivalent required, as well as basic routine work experience. Minimum of 1 year previous customer service/sales work experience or call center experience preferred.

Call Center Hours:

- Required 11-week (projected) Training Program:
 - Tuesday, April 19 – Friday, July 1, 2022, from 7:30 AM PST – 4:30 PM PST
- Standard Operating Hours:
 - 6:00 AM - 6:00 PM PST (9:00 AM – 9:00 PM EST).
 - After Training, Customer Service Representatives will be assigned an 8-hour shift within standard operating hours.

02 About World Vision

When you work at World Vision, your passions and talents come together to meet the greatest needs in the world today. We go to ends of the earth and into the margins. Where few go and the road is less traveled.

- < Because Jesus is alive in the hardest places to be a child. We are dangerously soft-hearted. But just the right kind of dangerous. That's because we're a global Christian humanitarian organization. We partner with children, families, and their communities to reach their full potential by tackling the causes of poverty and injustice. We empower people out of poverty. For real. For good. For over 70 years. Jesus' love at the center. Always. We're Christian and follow Jesus' example to show unconditional love to the poor and oppressed. Serving every child, we can regardless of faith. Are you feeling called to explore joining us? We hope so.

03 Let your work be your faith in action

Every day, nearly 16,000 children under the age of 5 die from preventable causes. Our call to action is urgent. That's why we're looking for someone who is ready to place their expertise behind helping the world's most vulnerable children. Every interaction you have on the phone with a current or prospective donor can help influence the our global community. If not you, then who?

04 The Job:

To become a Customer Service Representative (also known as a Donor Services Representative) within the Donor Contact Services Call Center, you will first participate in an 11-week Training Program to gain a working knowledge and understanding of the position and to perform the essential functions of the job at a level of performance that consistently meets expectations. Within the hands-on and intensive training program, you will learn, understand and develop the skills necessary to acquire and maintain donor relationships through basic inbound and outbound calls in a high-volume call center environment.

As a crucial member of the Donor Contact Services team, you will serve as the key liaison and “voice of World Vision” to our donors and the general public, and provide excellent customer service for all World Vision special programs. Through this role, you will help carry out our Christian organization’s mission, vision, and strategies. You will also personify the

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 Menu	ministry of World Vision by witnessing to Christ and ministering to others through life, deed, word and sign.
 Dashboards	Your responsibilities will include:
 Jobs	<ul style="list-style-type: none"> < • Maintain reliable, regular attendance. Report to work on time and return from breaks and lunches on time. ▼ • Under supervision, learn to answer inbound customer service calls and make outbound calls, to current and potential donors in response to all media presentations and World Vision products and services. Answer incoming calls using an Automated Call Distribution system utilizing a standard script for guidance. Recognize and respond to up-sell opportunities and actively cross-sell other WV programs when appropriate.
Advanced Search	<ol style="list-style-type: none"> 1. Through training and active participation, gain the skills necessary to assess callers' needs and input information accurately and efficiently using data entry and ten-key skills. 2. Achieve and maintain an acceptable level of individual metrics to accomplish Call Center business goals. 3. Develop skills to utilize technology for maintaining and updating donor information as appropriate. 4. Accept constructive feedback and welcome instruction and direction.
Track All Jobs	<ul style="list-style-type: none"> < • Be sensitive to Donor's needs and pray with them when appropriate. • Under supervision, research and effectively respond to inquiries utilizing a variety of resource materials and methods. • Learn and effectively communicate World Vision's involvement in ministries and projects around the world. • Work collaboratively with team members. • Perform other duties as assigned. • Keep Christ central in our individual and corporate lives. Attend and participate in the leadership of devotions, weekly Chapel services, and regular prayer. • Keep informed of organizational announcements, activities and changes via regular reading of the WVUS Intranet and other corporate communication tools.
 Candidates	
 Reports	
 Administration	
 Help	

05 Your Experience and Skills:

- High school graduate/GED or equivalent required, as well as basic routine work experience. Minimum of 1 year previous customer service/sales work experience or call center experience preferred.
- Access to a reliable, high speed internet connection, with an average minimum download speed of 25 mbps, and an average upload speed of 6 mbps.

To check your internet download/upload speed, visit Fast.com or search "Internet speed test" in a search engine.

- Ability to multi-task in a fast paced environment
- Strong technical skills with Microsoft 365 products (Outlook, Word, Teams) and ability to learn other software platforms
- Ability to type at a minimum of 20 wpm or faster
- A positive, can-do attitude, and a passion for sharing God's love to others
- **Availability to start training on Tuesday, April 19th and commitment to working 40 hours a week during the required ~11-week training program**

06 Salary Range and Benefits:

Customer Service Representatives will earn between \$15.50/hour up to \$17.00/hour, depending on work

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location. We have a robust and comprehensive benefits package that includes medical, vision and dental coverage. [Click here](#) to learn more.

07 To Apply Click the orange Apply box below. If you have questions about the role, contact Melissa DiFrancesco in Talent Acquisition at mdifrancesco@worldvision.org.

08 What happens next? Short-listed candidates are contacted for an initial phone conversation with our recruiting staff. Selected candidates will be asked to participate in a data entry skills test. Moving deeper into our selection process you can expect to participate in a final interview with members of the Donor Contact Services team.

Track All Jobs

Required Skills:

View Job Location Code: ()

Candidates Job Location: < Remote. U.S. Role can be based in 35+ states., United States

Reports Additional Locations <

Administration Job Type: < Full-Time/Regular

Help Posted Date: 3/7/22

Original Posting Date: 3/7/22

Required Experience:

Years Of Experience: Not Applicable

Level of Education: Not Applicable

Starting Date:

Job Duration: Regular/At-Will

Per Diem Included: No

Salary Type: Annually

Salary Currency: USD

Minimum Salary:

Maximum Salary:

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Travel:

No Travel Required



Dashboards

Assigned Recruiter:

< Melissa DiFrancesco



Jobs

Recruiting Manager:

▼ HR Recruiting Team

Advanced Search

Hiring Manager:

Tara Rockey

Create Job Posting

Business Unit:

General Employee

Manage Requisitions

Department/Division

DCS Donor Services (275)

Track All Jobs

Business Function:

Select Business Function

View Job Offers



Candidates

Industry:

< Select Industry



Reports

Budget Currency:

< USD



Administration

Budgeted Salary:

<



Help

Budgeted Quarter:

2nd Quarter 2022

Internal Notes:

Add Note:
click to add

Internal Skills:

Finance Location Code (required) 001

Function Number (required) 0000

Division (required)

Channel Development and Marketing

New Position / Replacement
(required)

Replacement

Employee Vacating Position

WV-000187

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Grant Funded? (required)	No
Dashboards	Relocation Budget Available? (required) <
Jobs	Supervisor (required) ▼
Shannon Osborne	
Advanced Search	
Grade - Do not change this field; leave as is	213
Create Job Posting	
FLSA Status (required) - Do not change this field, leave as is	Non-exempt
Track All Jobs	
Working Environment / Conditions	Required to sit in front of a computer, wear a headset, and type and talk on the phone for the vast majority of the work day. Involves repetitive motion to type continuously, use the mouse, and/or scan documents.
View Job Offers	
Candidates	Original Job Number <
4402.0	
Reports	Employee ID (to be completed by Recruiter) <
Administration	Vacating Employee's Job Title <
Donor Svcs Rep Trainee	
Help	Vacating Employee's Pay Grade <
213	
Change in Job Title or Pay Grade?	
Select which career site to post to (required)	General Employee